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Report of the NPML Access Services / Student Tech Center Helpdesk Collaboration Assessment

Nelson Poynter Memorial Library (NPML) University of South Florida St. Petersburg (USFSP)

Compiled by Summer Natali, Kaya van Beynen and Berrie Watson
Summer 2019

The Student Technology Center (STC) at the Nelson Poynter Memorial Library (NPML) was created in the Summer of 2016 and officially opened for the Fall 2016 semester. The purpose of the STC was to provide a place where USFSP students could receive assistance in solving course-related software questions or escalate the request to involve the USF IT Helpdesk via a designated phone. Hardware installations are not supported, but limited software help and paths to instruction, student-to-student facilitated learning, and online resources are available. Reservations are not required, services are first-come, first served. The STC hours were scheduled to be Monday to Friday 9 am to 6 pm.

Staff at the library front desk have long tracked the number and type of reference questions answered through an online form. These questions were broken up into 4 different types:

- **General/ Directional:** Referrals, library or campus location, supplies, hours, study rooms available, library policies, etc.
- **Basic Skills:** Simple catalog search, how to access remotely, how to renew online, how to setup ILL, etc.
- **Printer / Hardware:** All Printer/copier issues, physical issues pertaining to the library computers, scanners, etc.
- **Software:** Computer programs, MyUSF, netID, Canvas, online technology, questions, etc.
Research: Search strategies, complicated catalog searches, demonstrate database, etc.

With the creation and grand opening the of STC, Access Services staff at the library front information desk, were instructed to refer all student technology questions to the STC, as it had its own student helpdesk staffed by knowledgeable and experienced technology personnel. Informally, however, the Access Services staff complained that they were still answering technology questions, particularly after the STC had closed in the evening.

In response, a question was added to the Reference statistics intake form for the 2018/19 year. This consisted of:

If it was a Hardware / Software question, did you:

- Answer
- Refer to Student Tech Center

Front desk staff were instructed to complete this simple follow up question anytime they received Hardware or Software question. Data was collected for the complete 2018/19 academic year. During the Summer semester, Summer Natali, the Manager of the STC analyzed the results in order to determine whether the STC needed to adjust hours of operation or respond in any other appropriate fashion.

Results

During the Fall 2018 semester, the staff at the library front desk referred 321 students to the STC; 236 were for hardware/printing/scanning related questions, and 85 were software-related questions. After 6pm there were 8 printing questions that were answered by the circulation desk. That said, there were 17 technology questions where the staff at the front desk did not complete the follow-up question of whether they answered it or referred it to the STC. Seven of the questions with incomplete follow-up statistics were completed after 6pm.

During the Spring 2019 semester, the library front desk made 166 referrals to the STC; 124 of these were hardware/printing/scanning related questions and 42 were for software-related questions. After 6pm, 5 questions about printing were answered by the front desk. Similar to Fall 2018, the staff at the front desk did not comprehensively complete the follow up STC question. During the Spring semester, there were a total of 33 unanswered tech questions, three of which were after 6pm.

Response to Assessment Results

The library and the STC responded to these assessment results in the following manner:

- The STC decided there was not sufficient student demand to extend the operational hours beyond 6 pm.
- At the annual training to help coordinate the tiered reference services, Access Services staff were instructed on the importance of completing all parts of the statistics intake form.
- The follow-up Helpdesk Tech question was kept for the 2019/20 year
- Question types could be changed to be more consistent in both locations, the STC and Access Services desks.